



Greater Boston Federal Executive Board

Annual Report 2004

INTRODUCTION

The Greater Boston Federal Executive Board (GBFEB) continues to feel strongly about our mission and the increased importance of interagency coordination, collaboration and communication. The GBFEB has evolved over time and has become a valued entity among senior officials across Massachusetts, the New England Region and the country. This has been regularly documented by increased participation as well as feedback from our membership.

In 2004, we continued to develop these principals and work with our member agencies to meet the changing needs of the Federal workforce. We did our part to assist local field establishments with enhancing the President's goal of making a Government that is citizen-centered, results-oriented, and market-based.

USDA Food and Nutrition Service Regional Administrator Frances Zorn was elected as our Chair for 2004 and Veterans Affairs Regional Director Fay Norred as Vice Chair. Chief Administrative Judge Robert Kelly officially swore in both Zorn and Norred, along with other Board members who assumed their duties effective October 1, 2003. The Board of Directors went through significant transition mid-year with Vice Chair Norred transferring and several others retiring. Members really rallied to assume new duties and expand to ensure that we continued to function effectively. Most notably, three-term Chair Diane LeBlanc assumed the Vice Chair role in February after Ms. Norred's departure.

The GBFEB's leadership consisted of a 21-member elected Board of Directors, led by the Chair and Vice Chair. This included a mix of small and large agencies as well as military, civilian, postal and political leaders. Greater Boston also hosts several ex officio members. The US Office of Personnel Management and the US General Services Administration, respectively, as the central management agencies of the government maintain ex officio status nationwide. Additionally, here in Boston, we have added three key Department of Homeland Security components as well. The DHS / Federal Emergency Management Agency assumed ex officio status in 2003. The DHS / Federal Protective Service and the DHS / US Coast Guard were unanimously granted ex officio status in 2004. Each of these agencies plays key

roles within our organization as will be discussed throughout this report. This status will ensure that these agencies are continually represented.

ADVANCE THE ADMINISTRATION'S GOALS AND INITIATIVES

Homeland Security: The GBFEB continued to make exceptional strides in this area over the last year and evolved as a key resource. The Board of Directors established this first of its kind *Homeland Security Committee* in December 2002. This standing committee of the GBFEB consists of more than a dozen local officials and agencies and was chaired by DHS / Federal Protective Service Regional Director Ronald Libby. Committee members, representing an array of civilian, law enforcement and defense agencies, coordinated such things as educational forums for employees and distribution of informational materials.

DHS Chair Libby facilitated ongoing discussions during the year regarding the GBFEB's role in local and national homeland security initiatives. He also kept the Board informed of the latest workplace security issues and provided threat assessment information.

The GBFEB and the Homeland Security Committee played an integral role in workforce planning for the July 2004 National Special Security Event – the Democratic National Convention. The GBFEB became involved early on in the planning process representing the Federal community at-large. The US Secret Service invited Executive Director Kim Ainsworth to join their Steering Committee's VENUE SUBCOMMITTEE. Our anticipated role was NOT one of first response or law enforcement but rather from a *workforce planning* perspective. It made sense because the Federal government is among the largest area employers. Executive Director Kim Ainsworth served as a regular liaison with the US Office of Personnel Management and began briefing local Federal officials and providing guidance throughout the year.

Customer Feedback: Your leadership over the last few months relative to the DNC is certainly model behavior for the Federal community. The information provided assisted the Department of Labor with planning early and ensuring that our employees were well-informed. Many thanks. We really appreciated the time and energy that you've invested to ensure that our Agency Heads are up to speed. Debbra Williams, Regional Administrator, US Department of Labor / OASAM

Customer Feedback: I just wanted to say how much I appreciate the great job that you have done in keeping everyone informed about the DNC issues every step of the way. Thanks a lot for the always on-target information. We are all very grateful. Caroline Chang, Regional Director, HHS / Office of Civil Rights

Customer Feedback: Thanks for keeping us so up to date on DNC issues. It is very helpful to me and my entire staff. Gail Costello, Regional Director, HHS / Food and Drug Administration

OPM Associate Director Marta Brito Perez convened an interactive forum with Boston's Board of Directors in April 2004 to further address significant issues impacting Boston and FEBs nationwide. Topics included funding, the FEBs evolving roles in workforce planning and emergency preparedness and specific issues related to the National Special Security Event. More than 30 Board members attended the last-minute session indicative of their commitment to the FEB.

Customer Feedback: ...Thank you for helping to prepare for the Boston Federal community for the 2004 Democratic National Convention. From the day that the event was designated as a National Special Security Event, you provided leadership by engaging in the planning and preparations. Your proactive approach to addressing issues really paid off... Kay Coles James, Director, US Office of Personnel Management

The GBFEB hosted a first of its kind Emergency Preparedness Forum, in cooperation with the US Office of Personnel Management, in May 2004. The forum featured briefings from senior OPM officials and local agency contacts who have made progress in initiatives like telework, Shelter in Place, COOP, and more. The GBFEB supported a similar forum in New York City in June 2004. Later in the year, the GBFEB hosted OPM's Flexibilities Workshop featuring more OPM senior officials for more than 75 Federal representatives.

Customer Feedback: (in a note to the US Office of Personnel Management) I wanted to take a minute and pass on what a great job the GBFEB does here every day. Under Kim's guidance and Fran's leadership, the GBFEB does an outstanding job of keeping the Federal community as a whole well informed! I am glad to be associated with them. Ronald Libby, Regional Director, DHS / Federal Protective Service

The GBFEB utilized our experiences and lessons learned from the Democratic National Convention to finalize a local Emergency Decision and Notification Protocol. It was developed over a two-year period in partnership with regional officials representing the Federal Protective Service, the First Coast Guard District, the Federal Emergency Management Agency and the General Services Administration. The Plan outlines our roles, responsibilities and resources during emergency situations. It facilitates our goal of providing the Federal community with up-to-date, accurate and consistent information needed to make informed decisions and act uniformly regarding the status of the Federal workforce during both local and national emergencies. The plan is modeled after one developed for the National Capitol Area by the Office of Personnel Management, General Services Administration and the Federal Emergency Management Agency, in 2002, and incorporates the needs and resources of our local community. Prior to being finalized, the Plan and its elements were continuously tested.

OPM Director Kay Coles James invited Executive Director Kim Ainsworth to serve as a panelist at OPM's first "Super Conference" in September 2004. This conference featured more than 3,000 Federal Human Resources and other administrative professionals. The GBFEB shared our experiences relative to the Democratic National Convention and workforce planning for the national audience.

Among our most notable accomplishments in 2004 are the enhancements to our communications systems. Thanks to the efforts of our partners, the GBFEB now has access to two electronic communications mechanisms that help us effectively communicate with senior Federal agency officials during emergency situations both during and after hours. The first, launched in June 2004, is an internet web portal developed and maintained by the DHS Federal Protective Service. This portal allows senior agency officials and their designated alternates access to accurate, consistent and up-to-date information on a variety of items, including threat assessments, emergency weather and more. The portal also allows for a "real time chat" among the parties. This tool has already proven to be among the most effective.

Our second enhancement works hand-in-hand with the portal in most cases. GSA New England Region purchased the EDIAL telephone communications system in early 2004 and it is maintained by the US Coast Guard's 24 hour command center. EDIAL allows the GBFEB to communicate with senior agency officials and their designated alternates simultaneously via an electronic telephone message in times of emergency. Once again, this ensures that our senior agency officials receive accurate, consistent and up to date information to make informed decisions during true emergencies.

During the year, the GBFEB, in cooperation with the Homeland Security Committee partners and others, further developed a solid communications "local plan" with local agency officials as well. We maintained a comprehensive database of personal and office contact information for all Greater Boston agency heads. This includes those located in GSA-owned and leased space as well as DOD, VA and other privately owned facilities. To our knowledge, this coordinated database does not exist on the local level. The database will be securely stored at the GBFEB office, with the Chair and also at FEMA's regional bunker and will be used in the event of an emergency only. In the event of a breakdown in our electronic mechanisms, we will communicate via personal phone calls, emails, faxes, etc.

The Homeland Security Committee sponsored an educational forum for Homeland Security components featuring Archivist of the United States John Carlin in August 2004. During the Forum, senior agency officials were briefed on the new records management schedules developed for the Department of Homeland Security. NARA's Northeast Region has led the way in development and implementation of these schedules. Most of the local Homeland Security agencies, civilian, military and law enforcement alike, were represented at the Forum and it served as a great networking opportunity as well.

The Homeland Security Committee encouraged information and resource sharing across agency lines. This is particularly important among those agencies that were affected by the reorganization of the Government effective March 2003. There are still many details of the new Department to be worked out on a national level and this Committee ensured that local agency staff was equipped with the most up-to-date information. The GBFEB widely distributed such things as OPM policies, Presidential Directives, and information critical to Homeland Security.

GBFEB Chair Fran Zorn and other GBFEB officials provided a personal briefing on the GBFEB and related activities to Massachusetts Secretary of Public Safety Ed Flynn in June 2004 in an effort to extend our reach and communication network. OPM Associate Director Marta Brito-Perez participated as well.

In February 2004, the GBFEB was a major partner for a Homeland Security Symposium and Town Hall meeting held at Boston's Fenway Park and sponsored by the Council for Excellence in Government. The half day symposium consisted of about 100 first responders, charitable organizations, elected officials and other government entities who discussed the evolving role of Homeland Security in the community. The GBFEB arranged for significant Federal agency participation and staff participated in several sessions.

Homeland Security was a priority agenda item at every monthly Board of Directors meeting during the year. We brought in key figures for briefings throughout the year including: Secret Service Special Agent in Charge Steven Ricciardi, DNC Coordinator Scott Sheafe and City of Boston Emergency Management Deputy Director Steve McGrail.

Customer Feedback: Kim, thanks for your quick, detailed and informative response to my questions about our local issues. This is great information! Keith Ernst, Director, Defense Contract Management Agency East

The GBFEB continued with its official "Liaison with the Law Enforcement Community" role as a constant on Board of Directors in 2004. DHS / Federal Protective Service Regional Director Ron Libby assumed this role, in addition to his responsibilities as Homeland Security Committee Chair, early upon his arrival to New England in late 2003. In this capacity, he kept us informed of non-sensitive activities of the Joint Terrorism Task Force (JTTF) and represented the interests of non-law enforcement agencies to the JTTF as well.

Executive Director Kim Ainsworth addressed the regional Special Agent in Charge (SAC) Association meeting in October 2003. This SAC Association features senior law enforcement officials from across New England. She provided a brief introduction of the FEB and its programs including the Combined Federal Campaign and Awards. SACs are a very challenging constituency group overall due to the transient nature of their positions and this was a positive step forward.

Customer Feedback: I wanted to tell you that the last three years being associated with the GBFEB have been fantastic. I cannot thank you enough for all that you have done for me and my agency. You, Diane and Shirley are three of the best and you always have a place in my heart. Thanks for everything. Claude Nebel, departing Special Agent in Charge, Department of State / Diplomatic Security Service

Customer Feedback: I have just received notice that I will be transferred to Washington, DC. I wanted to let you know that the GBFEB was mentioned numerous times at our recent SAC meeting and there were several great comments about you, Diane and the GBFEB. You are a true professional and great example of a wonderful Federal employee. Thanks for your help with our briefings and training post 9-11. Ken Jones, departing Postal Inspector in Charge, US Postal Inspection Service

January 2004 was a hectic month for weather-related emergencies. Although there was little snow accumulation, temperatures reached a 100-year low with temperatures in many spots reaching sub-zero for extended periods. The GBFEB served as a liaison with the Massachusetts Emergency Management Agency and the Boston Emergency Management Agency, as well as the National Weather Service, to ensure that the Federal community was kept informed.

The President's Management Agenda: The GBFEB continued to operate a White House Initiatives Committee as a standing committee. US Department of Housing and Urban Development Regional Director Kevin Keogh, a Bush appointee, was appointed as its Chair in March 2003. In this role, Mr. Keogh was charged with keeping our field officials abreast of the latest Administration priorities, including the President's Management Agenda. Mr. Keogh served in this role until his resignation in August 2004. The collective decision was made to leave the White House Initiatives Chair's position vacant for the remainder of the year intentionally to avoid any appearance of "political" involvement during the Fall 2004 presidential election season.

This White House Initiatives Committee planned and developed opportunities for our members to coordinate on the PMA and other Administration priorities, such as the Faith-Based Initiative. For example, with HUD as the lead, a regional conference took place in the summer of 2004 that brought together faith-based and community organizations and educated them about resources in the Government.

The GBFEB was actively involved in the development and promotion of a regional conference geared towards small, disadvantaged, minority, women and veteran-owned businesses in Manchester, NH in August 2004. In addition to assisting with the development of the agenda and trade show participants, the GBFEB exhibited the "Campaign to Promote Public Service" materials at the event.

This included USAJOBS information recently translated into Spanish. The thought was that participants could distribute the materials in their respective communities thus spreading our message in minority communities.

Customer Feedback: Dear Chairperson Zorn: ...As a potential candidate for Federal employee, I contacted the GBFEB two years ago after being dismayed with the application process. She has been more than supportive and helped me maneuver the difficult process. She has always been there to answer my questions and lead me in the right direction. I only hope to have one-tenth of the career and make her proud of me.... Michael Marini, Presidential Management Fellow, Class of 2004

Executive Director Kim Ainsworth facilitated the publishing of an article by GSA's Small Business Utilization Director France Lopez in a local "Women in Business" magazine. The publisher contacted the GBFEB for ideas on Federal government articles. Kim worked closely with Ms. Lopez to identify a topic, compose and edit an article that appeared in the February 2004 issue. Editor Helen Graves also utilized this article as the highlight of her bi-weekly cable show in February.

In cooperation with the White House Initiatives Committee, the Public Service Recognition Week Committee sponsored a series of wellness fairs in Federal sites in May 2004. The events featured exhibits and presentations by organizations that can assist Federal employees with adopting healthier lifestyles in concert with the "healthierfed.gov" initiative. Services and materials that were available included blood pressure, BMI index and diabetes screening as well as massage therapy and heart health information. The fairs were very well received and emphasized the physical, emotional and financial well being of Federal employees. The Federal Occupational Health Program, Hanscom Federal Credit Union and the Blue Cross Blue Shield Federal Employee Program were our major partners for these fairs.

The GBFEB's partnership with the Hanscom Federal Credit Union has expanded over the past three years. HFCU is a true partner in every sense of the word and, as a non-profit entity, provides a number of great services to the Federal community at large. The GBFEB has sponsored a series of marketing opportunities with HFCU and provided such things as free financial planning seminars for Federal employees. President / CEO David Sprague invited Executive Director Kim Ainsworth to help celebrate HFCU's 50th anniversary. The relationship is a win-win for all.

Executive Director Kim Ainsworth embarked on a year-long project, in cooperation with the Hanscom Federal Credit Union, to help fill an additional void in the Federal workplace. In 2004, the GBFEB helped facilitate a relationship with HFCU and Delta Dental of Massachusetts to offer a comprehensive voluntary dental insurance program for Federal employees. The program is modeled after an

existing program offered by the American Automobile Association and offers a low-cost alternative for Federal employees and their families. The program will officially kick off in early 2005.

The GBFEB hosted “BE READY” displays for the first two weeks in September 2004 in the lobby of two major Federal Buildings to educate Federal Employees about preparedness at home and at work. These displays were in recognition of National Preparedness Month as designated by Homeland Security Secretary Tom Ridge.

The GBFEB also hosted CAT EYES training for more than 30 local police departments, and state and federal law enforcement and public safety officials in September 2004. This training increases awareness among the citizenry about what to look for and not to look for in terrorist activity. Feedback was extremely positive.

Making the Government a More Attractive Employer: This is an initiative that the GBFEB remains passionate about. With the Government facing the prospect of losing upwards of 40% of its workforce to retirement in the next five years, we believed it was our responsibility to raise awareness about the opportunities that exist and educate the next generation of Federal workers.

In October 2002, the GBFEB launched our “Campaign to Promote Public Service and Federal Employment.” We placed our focus on high school students and guidance counselors across the state. Because individual agency resources are typically focused on the college-level, we felt that this program filled a void. Our goal was to reach these students as they started to make decisions about the future. More than 75 senior Federal executives committed to personally visiting two high schools each during the 2002/2003 school year and the commitment expanded for 2003/2004. Speakers discussed their professional experiences and provided a general outline of the Federal job landscape and search resources. This included promoting government internet sites such as www.usajobs.opm.gov, www.studentjobs.gov and the government’s search engine www.firstgov.gov. Once again, the National Archives and Records Administration’s Northeast Regional Office facilitated a mailing to every school district in the Commonwealth of Massachusetts. This included both public and private schools. The response was exceptional and we filled dozens of requests on a first come, first served basis. This effort will continue and expand throughout 2005.

Of special note in 2004 was the GBFEB’s involvement in the Massachusetts School Counselors Association annual meeting. The GBFEB hosted an exhibit at this multi-day even in May and also conducted a breakout session workshop. This was a major step in the advancement of the initiative and provided great exposure.

The GBFEB supported the Partnership for Public Service’s valiant efforts to educate the American people about careers with the Federal government as well.

GBFEB executives and staff participated in their speaker's bureau and served as an information resource for local colleges and universities. Executive Director Kim Ainsworth visited a number of colleges across the region to provide similar information about Federal careers. She often served as a reference point for students who undertook the job search. Additionally, we continued to actively promote the "Call to Serve" initiative and encourage local College Presidents to officially sign on.

Customer Feedback: Thank you again for your support and for providing me with speakers and video for my office's conference this week. You really helped us with this last minute request and it is much appreciated. Christine Agnitti, Volpe National Transportation Systems Center

Suffolk University continued to be our major partner and we sponsored the fifth annual FEDERAL DAY for Public Administration Graduate Students in August 2004. The day included briefings by a half dozen Federal officials as well as an overview of Federal employment.

The absence of a local OPM Service Center in Boston increased the GBFEB's requests for employment information. Members of the general public utilize the GBFEB as a clearinghouse for employment advice and information frequently.

The GBFEB served as a major facilitator of the Presidential Management Fellowship interviews, formerly the Presidential Management Interns program, for New England in January 2004. More than 200 graduate and law students were interviewed in Boston. We recruited panelists, served as a contact for students and conducted the training for all volunteers. The PMF program is growing and a major priority of the Administration.

Customer Feedback: Your help in pulling off the 2004 PMF Assessment was invaluable and very much appreciated. Your efforts showed a genuine investment in the program as well as thoughtful support to Andrea and me. I look forward to working with you through many more PMF Assessment Centers. Catherine Weisbrod, Director, US Office of Personnel Management, Chair

Our Diversity Committee played an active role in our Public Service Campaign on a different level. Designing manners in which to recruit and retain a diverse workforce has become a major goal of the Committee and a focus of our local marketing strategy. The committee designed strategies for us to partner with non-profit and community-based organizations, particularly those who service the disabled and Hispanic-American communities, to promote Federal government employment. This remained consistent with two Administration priorities, respectively. Our ultimate goal continued to be to maintain a Federal workforce that reflects the world in which we live. The Committee also sponsored a one-day diversity training program for Federal managers in September 2004 at the JFK Library and Museum. The event drew more than 300 Federal employees and

helped the audience better understand an array of diversity issues impacting the Federal workforce and the community. Most notably, the training included a keynote address by former Major League umpire David Pallone. Mr. Pallone was fired in 1986 by the Baseball Commissioner because of media reports that surfaced that he was gay. Mr. Pallone helped promote a better understanding of issues continuing to face the gay community and led to an open dialogue among participants. This was especially significant with Massachusetts becoming the first state in the country to legalize gay marriage and civil unions effective June 2004. Many Federal agencies are not only grappling with legal issues related to this new law but also cultural and workplace issues. The event was among the best ever and received tremendous positive feedback.

The GBFEB coordinated a Federal presence for the Martin Luther King, Jr. Community breakfast in January 2004. This event draws more than 1,000 government and community leaders annually.

The GBFEB continues to be active with the special emphasis councils of many local Federal agencies. Staff was actively engaged with the planning and implementation of three events sponsored by GSA this year as well as several sponsored by Blacks in Government and the Federal Special Emphasis Coalition. We loan not only our government-wide perspective but also our event-planning expertise.

Customer Feedback: On behalf of the General Services Administration, I would like to personally thank you for your contribution to our African History Month Celebration. With your help, the event was a great success. Thank you for joining us! Dennis R. Smith, GSA Regional Administrator

Our Local Federal Coordinating Committee (LFCC) remained very active during the year. The LFCC provided oversight to the Massachusetts Bay Combined Federal Campaign (CFC.) In addition to marketing the CFC via a series of special events and kickoffs, senior agency executives became personally involved. The CFC raised \$2 million for the third consecutive year. This year, the LFCC facilitated the merger of four Massachusetts campaigns in early 2004. The former Massachusetts Bay area campaign consolidated with campaigns serving Middlesex and Bristol Counties and Central Massachusetts to form the Eastern Massachusetts CFC. The Eastern MA CFC kicked off in September 2004 and solicited more than 66,000 Federal employees on behalf of the more than 1,000 local, national and international charities affiliated with the CFC.

The GBFEB recruited “loaned” Executives to work on the Campaign from a dozen Federal agencies to assist with the solicitations across Eastern Massachusetts.

In an effort to expand the scope of the CFC, the 2004 CFC Chair Terry Savage hosted a half day “marketing session” in July 2004. LFCC members and

key CFC supporters worked with the Principal Campaign Federal Organization (PCFO) to develop new outreach strategies identify key constituencies to target and develop new promotional mechanisms. Our goal was to reach the “new” generation of donor. Additionally, we foresee our role evolving over the next few years as we move towards tightening the contractual agreements with the PCFO consolidating with other Massachusetts CFCs and developing more consistent marketing plans. Much of this proposed change is based on national trends as well as our own personal experiences.

CREATE AND ADVANCE LOCAL INITIATIVES

The GBFEB prides itself for having a “finger” on the pulse of the local Federal community. We continually discuss matters and issues that impact the Federal community at large. The special note was the continued dialogue regarding the expansion of locality pay to two additional areas in Massachusetts currently not covered by the MA-ME-NH metropolitan statistical area. The GBFEB participated in two separate locality pay working groups to prepare proposals to be presented to the Federal Salary Council and the President’s Pay Agent, respectively. This included providing testimony before the Federal Salary Council on two occasions in 2003 and working closely with Congressional staff. Both proposal were accepted in 2004 and significantly impact more than 2000 Federal employees who will be included in new boundaries effective January 2005.

The GBFEB operated a series of standing committees this year, each addressing a particular initiative and chaired by a Board of Director. The financial oversight and emergency notification committees continued with largely administrative functions and lie mainly with the Executive Director. Other committees include Diversity, Awards, Public Service Recognition Week, LFCC / CFC, White House Initiatives, and Homeland Security. We also host a number of programs, projects and initiatives that increase our visibility and presence in the Federal community, including the “Campaign to Promote Public Service” and the “Shared Neutrals.” Each will be discussed throughout the annual report.

Boston is a regional city thus we found it beneficial to continue to develop relationships with Federal Executive Associations (FEAs) across New England. Throughout the year, GBFEB staff served as a liaison with these groups and invited their active participation in our programs and initiatives. The FEAs found it valuable to hear the issues and topics that we discuss but also to network with one another and information share. We supported their efforts throughout the year as much as possible. Executive Director Kim Ainsworth tries to attend at least one Association meeting in each state annually to maintain a presence and to reinforce the GBFEB’s commitments to employees across New England.

Customer Feedback: Kim, I love the news that we receive from you. It makes us feel connected and well informed. THANKS! Vincent Marzullo, Director, Rhode Island Corporation for National Service; President Rhode Island Federal Executive Council

Customer Feedback: Your web site and Directory (still the best one that I have seen) are great information resources for the Federal community. Both provide valuable information and are integral to communicating with Federal agencies and members of the public regarding your valuable programs. Robert Harding, US General Services Administration, Real Property FORUM

The GBFEB presented the first-ever scholarships in September 2004. Two one-time scholarships of \$1000 each were presented in memory of US Small Business Administration Regional Administrator Elaine Guiney and HHS / CMS Deputy Regional Administrator Lynda Silva. Both women were prominent local public servants who passed away this year. Local Federal employees and their dependent children were invited to submit applications with an essay entitled "What Public Service Means to Me." An impartial panel of Federal executives selected the two recipients from among a candidate pool of more than 100. The program was funded by a surplus generated from series of GBFEB programs and will likely continue indefinitely.

We continued close working relationships with a number of professional organizations, including the American Society for Public Administration, the New England Federal Personnel Council and the Society of Government Meeting Professionals (SGMP.)

Customer Feedback: Thanks Kim. You always send out very helpful information that we don't always hear about through our own networks. We appreciate your efforts. Kim Kaminski-Donaher, Personnel Officer, US Army Corps of Engineers.

The GBFEB became significantly involved in efforts to charter a local chapter of the SGMP to serve New England. Throughout the year, Executive Director Kim Ainsworth maintained relationships with key industry professionals on behalf of the Federal community that proved to be successful many times over. This included hosting a series of forums to educate both government planners and industry suppliers alike about topics relating to Federal meetings. In January 2004, our first forum featured Patrick McConnell, a member of GSA National Travel Policy team, who discussed the Federal Premier Lodging Program. The program, hosted by the Sheraton Boston Hotel, was extremely popular despite sub-zero weather temperatures. Our second session, featuring a briefing by Mr. Cameron Moody, Operations Director for the Democratic National Convention Committee, was just as popular in March 2004 as was our third featuring MASSPORT Director Tom Kinton.

Customer Feedback: I met with some Federal folks this afternoon to discuss the proposed event. We are all very excited and know it will be a huge success for everyone. Thanks for the referral! Kerrie Kelly, Sales Manager, Holiday Inn Select Government Center.

Executive Director Kim Ainsworth was contacted by the national office of the Society of Government Meeting Professionals to write an article for their quarterly newsletter. Kim shared Boston's experiences with the per diem process and success with the Premier Lodging Program through the years. Ainsworth was invited to Sacramento, CA to serve as a panelist for an SGMP national board meeting and was formally recognized for the efforts in September 2004.

In cooperation with the Chair and Executive Director, every new area agency head received a briefing package to provide a thorough introduction to the GBFEB. Included were the GBFEB's local marketing brochure, annual report and Directory of Federal agencies. Staff met with each new agency head early upon their arrival when possible. It is important to understand that top leadership positions in the US Government transition frequently and the GBFEB must remain on top of the changes. We continued to believe that participation and support of GBFEB activities was mutually beneficial for our members. The top-level support and personal involvement of the local leadership is indicative of our value within the Federal community.

Customer Feedback: Kim, It was very interesting to hear about the initiatives of the Board and the reports provided. Because we are a small Federal agency of only 10 employees in a building of only 250 people, the GBFEB helps us feel more connected. Your emails, programs and general information provided really make a difference. Thank you. Kathi Wilhelm, Program Director, USDA Agricultural Research Service.

Customer Feedback: Thank you for the invitation to address the GBFEB Board of Directors. I wanted to let you know that that contacts that the GBFEB has provided for me have been the most significant and the most beneficial since my arrival here in Boston. Thank you! Richard Torborg, Regional Director, Minority Business Development Agency.

Our Board feels strongly about employee recognition. In addition to hosting two government-wide employee awards programs, we hosted a number of events commemorating Public Service Recognition Week during the first full week in May 2004. In cooperation with the Blue Cross Blue Shield Federal Employee Program, we hosted the seventh annual "Good Morning and Thank You Federal Employee Days" in Federal sites across Boston. These events have remained very popular and help us reach and recognize several hundred employees during the week.

We recognized excellence in public service by sponsoring our two annual awards programs. More than 800 employees attended the 30th annual Support Personnel Awards Program in April 2004. This program, chaired by EPA New England Regional Administrator Robert W. Varney recognized exceptional support staff from across government for their exemplary service to the Federal government. The event featured many new enhancements; including the development of an "environmentally friendly" trophy made of 100% post consumer

recycled glass. It featured two keynote addresses that encouraged diversity, advancement and public service. The first speaker was newly appointed Boston Police Commissioner Kathleen O'Toole, the City's first female Commissioner in its more than one hundred year history. The second was a part of a professional development service for public servants developed by Dale Carnegie Trainer Clark Merrill.

Customer Feedback: Thanks for a great time. It was the first time that I attended the support event and it was very well run, especially for that many people. The speakers were wonderful. Kathleen O'Toole did a great job. It was great that you were able to secure her so soon after her appointment. I appreciate your efforts on behalf of the Federal community in Boston. Without people like you, there would be no Federal community. Thanks for a great job. Patrick O'Malley, Deputy Port Director, US Department of Homeland Security.

Another great GBFEB success story in 2004 comes directly from Dale Carnegie Training. As reported in 2003, the GBFEB worked closely with Dale Carnegie to develop a "generational trends in the workplace" workshop that was presented at Diversity Day. The program was so popular and well received that it has since been patented and is offered worldwide by Dale Carnegie. Vice President Clark Merrill presented the program at Dale Carnegie's international conference in 2004 to more than 10,000 trainers and credited the GBFEB for its significant contribution.

The GBFEB culminated Public Service Recognition Week with our annual Excellence in Government Awards ceremony at Boston's Historic John F. Kennedy Presidential Library and Museum. The event recognized the "best of the best" in local Federal service in 14 competitive categories. In addition, the Speaker Thomas P. O'Neill, Jr. Award for Exemplary Public Service, the Senator Paul E. Tsongas Award for Exemplary Community Service and the Congressman John Joseph Moakley Award for Exemplary Public Service, respectively, were presented. More than 400 employees attended. The internationally recognized USO Troupe performed at the event for the second consecutive year. One highlight was the presentation of the Speaker O'Neill Award to Ms. Shonda Schilling, wife of Red Sox pitcher Curt Schilling. Ms. Schilling has been an outspoken advocate for charitable organizations nationwide, including melanoma and Lou Gherig's Disease. She has helped bring national attention to the dangers of skin cancer through her personal experiences battling the disease.

EPA Regional Administrator Robert W. Varney chaired this event as well. His team assisted with the redevelopment of the 14 categories this year to better reflect the current Federal landscape. This includes the addition of an "unsung hero" award expansion of the Distinguished Federal Executive Award to include the new senior executive qualifications.

For the sixth consecutive year, we hosted a memorial service to honor the lives of fallen public servants. During the Excellence in Government Awards. In addition to a short prayer and moment of silence, a floral wreath was presented in memory of all fallen employees. We formally honored the more than 1000 men and women who died this year in service to our Country.

Contributions to the community are key to our existence as well. In the past, the GBFEB hosted a Community Services Standing Committee. Although the Committee no longer exists formally, we continued to maintain strong connections with a number of community organizations on behalf of the Federal community. For example, we've established an ongoing relationship with several high schools through Boston's Private Industry Council's Partnership Program. We facilitated Federal involvement in such things as mentoring, training exercises and other support roles in area high schools. We facilitated the placement of approximately 20 Boston area students for Groundhog Shadow Day and for one-week intern experiences in 2003 and these connections remained intact for 2004. We thank the Defense Contract Management Agency East, GSA and the US Postal Service and others for their continued participation.

The GBFEB sponsored a number of community-oriented events, including bi-monthly blood drives (collecting upwards of 180 pints to benefit Massachusetts General Hospital;) Toys for Kids, in collaboration with Boston Police and the US Secret Service (donating more than 2000 toys to the local effort)

We sponsored a series of Federal Employee Health Benefits Fairs in cooperation with the Blue Cross Blue Shield Federal Employee Program and several member agencies. We acted as a liaison between the various insurance providers and the Federal sites during Open Season.

The GBFEB led several Working Groups, including the Shared Neutral Working Group, to assist the Federal community with Alternate Dispute Resolution practices. This program facilitates the "sharing" of resources (i.e. manpower) among agencies. Many Federal agencies have trained and experienced mediators whom they loan to the program to conduct mediations free of charge. The Program is estimated to have resulted in cost avoidance of more than \$500,000 for Federal agencies. Additionally, the Federal mediators benefit by gaining intergovernmental experience and broadening their skills.

The historically low per diem rate in Boston sparked the GBFEB's involvement in a multi-year project that has assisted Government travelers significantly. After working with the US General Services Administration to adjust the per diem rate to better reflect market rates, we began working continuously with local industry professionals to market the Federal Premier Lodging Program. The GBFEB served as the local point of contact for the contract and hosted training sessions for properties interested in marketing to the Federal government. This

remains important in this changing economy and because upwards of 100,000 Federal travelers who travel to Boston each year.

The GBFEB often serves as a liaison with consumers and private businesses wishing to do business with the government. We are often referred to by local Congressional offices when constituents contact them about these issues. This year, the GBFEB became actively involved in the development of a partnership with a local “car-sharing” service called ZIP CAR. Based in Boston and only currently available in two other cities in the US, ZIP CAR provides a unique service and helps meet the changing local transportation needs of the Federal community. We facilitated meetings with GSA to enable them to obtain GSA schedule status and to brief GSA and others on their unique benefits. ZIP CAR is currently working on a pilot program with EPA New England that will clearly demonstrate the environmental benefits of this service. Stay tuned as the program evolves.

CUSTOMER FEEDBACK: I was so excited after our meeting yesterday that I could not sleep. The information that you gave us provided a great introduction to the vast potential for government business. You truly know your stuff and demonstrate the strongest ideals of public service. Adam Brophy, Regional Sales Director, ZIP CAR

The GBFEB continued to serve as an effective resource for all types of information, including training and development. We relied on member agencies for much-needed logistical support to make this happen, including the US Army Corps of Engineers, who served as the lead for our most popular training, Pre Retirement.

Our leadership feels strongly about the training and development of our Federal workforce. The GBFEB served as a resource for an array of employees participating in various management training and other developmental programs across the government. This includes the USDA Graduate School’s Executive Development Program, OPM’s Federal Career and Presidential Management Fellowship Programs and several internal agency-specific programs as well as some inter-agency training. Candidates often consulted us when searching for detail assignments, executive interviews, etc. Feedback was extremely positive from the candidates that we assisted.

Customer Feedback: I would like to extend a heartfelt thank you to the Boston FEB. The FEB provided me with many learning opportunities to complete my program requirements. I found many great leadership examples through spending time with your membership. I hope that the FEB will continue to support these sorts of valuable developmental opportunities for other Boston area Federal employees. Laura Miller US Department of State / Passport Agency, ELP Participant 2004

The GBFEB continued to facilitate a collaborative with OPM's Eastern Management Development Center (EMDC) and Suffolk University to launch the first ever satellite EMDC location in Boston. We became involved in not only the curriculum development but also the marketing to area agencies and intergovernmental partners and obtained local speakers. This project moved forward rapidly and will serve as a model for future sites across the nation. In August 2004, Executive Director Kim Ainsworth provided the keynote address for the Center's New Supervisor's Training. More than 50 participants learned about current trends and challenges faced by local supervisors.

The GBFEB, in cooperation with the Equal Employment Opportunity Commission's New York District Office and the Merit Systems Protection Board Boston Field Office presented an "Administrative Judges Roundtable Open Forum on December 16, 2003 at the Thomas P. O'Neill Federal Building Auditorium. This was an opportunity for all federal employees, EEO and MSPB practitioners, EEO and HR personnel and union officials to hear and discuss all aspects of EEOC Complaints Adjudication Processing and MSPB Appeals with EEOC and MSPB Administrative Judges. Sponsorship of this event demonstrated our ongoing commitment to workplace issues and education.

Customer Feedback: Thanks for your support of our EEO program. As a result of your support and marketing efforts, we have gotten a really great response. Judge Kathleen Clarke, EEOC

Later in the year, the GBFEB coordinated a one day forum on the latest EEO law featuring EEOC Judge Kenneth Chu and other labor officials. More than 50 Federal agencies from across New England were represented.

In April 2004, a representative from the Office of Workers' Compensation Programs provided a briefing sponsored in part in this area by the GBFEB. Frances Zorn, GBFEB Chair opened up the briefing and Shirley Furr, Coordinator assisted the presenters. This initiative charges federal agencies with lowering workplace injury and illness case rates, lowering lost-time injury and illness case rates, timely reporting of injuries and illnesses and reducing lost days resulting from work injuries and illnesses. The new three-year initiative is jointly sponsored by the Office of Workers' Compensation Programs and the Occupational Safety and Health Administration.

Customer Feedback: Thank you for arranging the SHARE presentation last week. We had an excellent session. The Boston Federal agencies were well represented and quite interactive and knowledgeable. Thanks for your help! Sharon Tyler, US Department of Labor

PROVIDE INFORMATION AND REFERRALS AND GUIDANCE FOR INTERGOVERNMENTAL AND COMMUNITY OUTREACH

The GBFEB continued to promote itself as a user-friendly source of government information, whether to the Federal customer, a congressional office, member agency or potential employee. We feel deeply about world-class customer service and feel it is our responsibility to respond to the needs of these constituency groups in a timely manner. We have evolved as a single point of contact for government information and developed strong working relationships with Federal agencies in our area.

The GBFEB was officially named as a member of GSA New England's Client Advisory Board in October 2003. Once again, the GBFEB lent its government-wide perspective to many discussions. The GBFEB also became a regular participant in DNC planning meetings convened by GSA for tenants of the O'Neill Building and arranged for several critical briefings.

The Board of Directors unanimously voted to rename its "Emergency Weather Committee" to the "Emergency Notification Committee" in 2003. Chaired by First US Coast Guard Commander RADM David Pekoske, Its role expanded relative to emergencies and served as a resource for uniform information. The new name better reflects the Committee's mission and goals.

Having said that, providing up-to-date and accurate weather forecast information is a vital component of our notification committee. Our Federal agencies appreciate our ability to make recommendations related to the curtailment (or lack thereof) of Federal operations during emergency weather. We are able to make informed decisions based on the latest forecasts of the National Weather Service and other emergency management officials. More than 80% of our Federal agency members, largely administrative agencies and "non-essential" functions, report following our recommendation.

We widely distributed much key information such as pay and leave memorandums. Agencies received them from the GBFEB often well in advance of their own internal agency mechanisms.

One of the most imperative functions of the GBFEB is cultivating and maintaining open lines of communication between and among Federal agencies both locally and nationally. We serve as a clearinghouse for widespread communication for all types of information, including the latest Administration policies, Executive Orders, Personnel data and more. We are often commended by our membership for the speed in which we receive and distribute key information to Board of Directors, other Agency Heads, Personnel Officers, Public Affairs contacts and Federal Executive Associations. Email is among our most effective means of communication although we also maintain US mailing lists.

Customer Feedback: Kim, I just wanted to take this opportunity to thank you for all of your emails. They are very helpful and much appreciated. Fran Panos, US Department of Labor

The GBFEB's local Directory of Federal Agencies continued to be a valued resource among the Federal community and the business community alike.

The GBFEB continued to create a monthly calendar of events for widespread distribution to the Federal community. Our goal was to promote individual agency special emphasis events and other programs of interest to the Federal community. Some events were educational and others offered extensive training on a specific topic. Additionally, we frequently facilitated agency co-sponsorships of different types of events. Again, this is a popular resource for our agencies.

We expanded our relationship with the international Irish Leaders Program in 2004. For the seventh year, GBFEB staff served as a key resource for matching participants with host agencies for 30-day detail assignments. Working closely with the Irish Government as well as our state and local counterparts, we facilitated educational opportunities for approximately 42 government executives representing both republics of Ireland. The Irish Leaders Program is an international developmental exchange program for Irish government employees that couples two weeks of intensive coursework at Harvard's Kennedy School with leadership and developmental assignments.

The GBFEB continues to support the efforts of the Federal Domestic Violence Work Group. The group briefed the Board on its efforts in October 2003 in recognition of Domestic Violence Awareness Month. The GBFEB co-sponsored displays in Federal sites across Boston as well as a cell phone collection to benefit shelters nationwide.

The National Archives and Records Administration's Northeast Region led the way to develop an FEB RECORDS CONTROL schedule to accommodate Federal Executive Boards nationwide. Prior to this schedule, FEBs did not keep records consistently or uniformly. NARA Regional Administrator Diane LeBlanc briefed FEB Directors last year and continues to lend her expertise to our counterparts across the country to ensure that FEB history is properly documented. This is an ongoing and evolving process.

Conclusion

We are pleased with the ongoing support and active involvement of our Board of Directors. Thanks to our active Board of Directors and outstanding leadership, 2004 was another exceptional year.

Customer Feedback: I wanted to tell you how enjoyable it has been working with you and the Board. It has been a great pleasure and I learned a lot about how an excellent FEB operates. Keep up the good work. Fay Norred, departing Director, Veterans Affairs Regional Office / Vice Chair 2004